

System Related The Defense Enrollment Eligibility Reporting System (DEERS) Case Resolution Process: To receive and resolve DEERS Off-Page Manual Predefined Decision Connector eligibility issues Activity (Pg. 2 of 2) Note: The numbers on this process map are for reference purposes only and do not denote the sequence of the process DoD/Defense Manpower Data Center (DMDC) Office 22 21 23 Update data in Work to resolution Notify of resolution DEERS (DEERS) DoD/Other Uniformed Services Project Office (SPO) 26 25 27 End Work to resolution Update data in Notify of resolution DEERS (RAPIDS) NGB/DEERS/RAPIDS Project Office (PO) 20 16 End Prepare DMDC Update data in Update, close, and Notify of resolution Web Request **DEERS** archive case (RAPIDS) Able to fix error DMDC 19 15 24 Forward to Able to fix -Not able to fix error--Other SPO-Update, close, and appropriate error? authority archive case (DCTS) State G1 28 Update, close and archive case (DCTS) State/G-1 (Relevant Office) 30 29 End Update data in Notify of resolution Work to resolution SIDPERS (SIDPERS) Sponsor